

TEXAS DEPARTMENT OF CRIMINAL JUSTICE JOB DESCRIPTION

POSITION TITLE: SYSTEMS ADMINISTRATOR V -
Enterprise Systems Support – Non-Supervisory

SALARY GROUP: B24

DEPARTMENT: Information Technology Division

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CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Tina A. Clark DATE: 12/01/2020

POSITION #: 008275

I. JOB SUMMARY

Performs advanced systems administration work. Work involves coordinating the upkeep, configuration, and reliable operation of systems; and installing and upgrading computer components and system software. Works under minimal supervision with considerable latitude for the use of initiative and independent judgment.

II. ESSENTIAL FUNCTIONS

- A. Oversees and provides guidance in troubleshooting and solving complex problems related to system software and hardware incident and problem calls and in the processing of service requests and tasks; coordinates the development of operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques; and analyzes, troubleshoots, and resolves system hardware, software, and networking issues and provides status reports to management.
- B. Coordinates and maintains the functionality of the systems environment, the implementation of technology solutions, the development of server upgrade plans and procedures, and the installation of operating systems; and develops, analyzes, and maintains system design procedures, system codes, test procedures, and quality standards.
- C. Recommends to management systems technology solutions and enterprise-related hardware and software standards.

* Performs a variety of marginal duties not listed, to be determined and assigned as needed.

III. MINIMUM QUALIFICATIONS

- A. Education, Experience, and Training
1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required five years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.

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2. Five years full-time, wage-earning experience with automated data processing systems in the installation of computers, printers, communications devices, and office automation software in a LAN/WAN networking environment.
3. Microsoft Windows Server or Active Directory experience preferred.
4. Microsoft Azure Cloud experience preferred.
5. Microsoft PowerShell or equivalent experience preferred.
6. Project coordination experience preferred.
7. Certifications related to Microsoft Active Directory or Microsoft Azure Cloud preferred.

B. Knowledge and Skills

1. Knowledge of systems administration, computer hardware and software configuration and troubleshooting, and operating systems and applications.
2. Knowledge of computer programming and architecture of scripting languages and basic Internet security administration.
3. Knowledge of LAN/WAN infrastructure, technologies, design, and implementation strategies.
4. Knowledge of server hardware and software to include security software, performance monitoring, and capacity management tools.
5. Knowledge of Microsoft Active Directory and backup and restore procedures preferred.
6. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.
7. Skill to communicate ideas and instructions clearly and concisely.
8. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.
9. Skill to interpret and apply rules, regulations, policies, and procedures.
10. Skill in problem-solving techniques.
11. Skill in the use of computers and related equipment in a local area network environment.

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12. Skill to recognize, analyze, and resolve network and multi-user computer system problems.
13. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, and approaches to problems.
14. Skill in the use of Microsoft Office Suite or equivalent to include word processing, spreadsheet, database, or presentation software programs.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

- A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.
- B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.
- C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, audiovisual equipment, telephone, dolly, and automobile.